

<p style="text-align: center;"><b>Platinum Key Service</b> <b>Product/Service Standards</b></p>
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**Objective**

To help your company navigate the increasingly complex international marketplace, the Platinum Key Service offers U.S. Commercial Service clients a comprehensive, customized way to achieve their business goals through long-term, sustained support. The service is solution-oriented and tailored to our clients' needs through a mutually agreed upon scope of work.

**Price**

The service is priced according to the expected work as outlined in the individual scope of work document. If additional work outside or beyond the mutually agreed upon scope of work is required, post may need to re-negotiate the scope and assess additional fees.

**Platinum Key Service Overview**

Through the Platinum Key Service, your company can obtain customized support from overseas commercial officers and specialists on a range of issues, which require longer-term, sustained assistance. Working with CS personnel, PKS clients identify specific requirements, which constitute the “scope of work” for the service provided, and establish as detailed a timeframe as possible for delivery and completion of the service (typically from six months to a year).

PKS assistance can include a range of issues that relate to achieving one or more complex business goals or objectives. Issues can include but are not limited to: market identification, product/service launch, project development, regulatory and technical assistance, product standards, technical standards and product registration assistance, and/or market development and facilitation.

**Delivery Time**

Ongoing service for six months, one year, or a specified time frame based on a mutually agreed-upon scope of work.

**U.S. Commercial Service Quality Assurances**

The Commercial Service assures that:

- ☐ overseas commercial officers and specialists will work closely with you to design a strategy to meet your company's specific needs;
- ☐ commercial specialists will fully apprise you of the work that is being performed, including regular progress reports as outlined in the scope of work;
- ☐ commercial specialists have a complete and clear understanding of your company's products and/or services and overall market goals and objectives;
- ☐ commercial specialists will serve as your point-of-contact and oversee the timely delivery of the service; and
- ☐ all requirements identified in the scope of work are met.

**Client Responsibilities**

As a PKS client, you are responsible for:

- ☐ clearly articulating the matter and/or issue on which your company needs assistance, including communication of a reasonable timeframe within which the work must be completed;
- ☐ providing all written or other background material necessary for our Commercial Service officers and specialists to complete the agreed-upon scope of work;

- ❑ providing timely updates as needed to meet the agreed-upon objectives of the scope of work; and
- ❑ timely following up on recommendations that have been made and business opportunities that have been identified.

**As a valued client, your satisfaction is of the utmost importance to us and we want to make sure we are meeting your expectations and addressing any of your concerns. If you have an unresolved problem, any comments, or suggestions, please contact our Customer Care Hotline at 1-866-482-8111 or [Customer\\_Care@mail.doc.gov](mailto:Customer_Care@mail.doc.gov) to speak to a Customer Service Advocate from 9 am - 5 pm (EST) Monday-Friday. *24-hour turnaround guaranteed!***